

## **Computer Management Assistant (Mobile Device Management (MDM) Assistant)**

### **Major Duties and Responsibilities**

**% of Time**

#### **Help Desk / Customer Service / Trouble Tickets (MyServices): Tier I and Tier II**

**40%**

- Serves as the first point of contact for all users who visit or call the ISC Help Desk. Logs user requests (via myServices) and assists users directly with routine issues.
- Check-in: Assists arriving employees with accessing OpenNet and resetting their password/PIN (SNAP card) if needed. Ensures the user's groups and network drives are configured properly, assists the user with their .pst file.
- Check-out: Assists departing employees with ensuring their accounts are properly prepared for transfer to their next post. Assists users with their .pst file(s) if requested.
- Creates, transfers (in and out) and deletes accounts in accordance with the post policy.
- Resolves assigned MyServices requests by providing technical support and ensuring that all requests are tracked and completed in a timely manner per State Department's International Cooperative Administrative Support Services (ICASS) standards.
- Delivers end-user solutions that may require extensive research and troubleshooting.
- Works with Department resources to troubleshoot and resolve hardware and software issues.
- Manages the unclassified Video Tele-Conference program. Coordinates with the requester/other participant(s) and serves as the technical facilitator if needed.
- Repairs ancillary IT equipment such as data storage devices, memory and expansion boards, printers, scanners and digital video equipment.
- Provides computer systems and software training to end-users (American and LE Staff).

#### **System Administration:**

**25%**

- Utilizes iPost, event logs and other administrative tools to ensure all hardware/software is up to date with the latest patches, firmware, software releases, anti-virus and SOE.
- Daily Server (Exchange, print servers, DHCP, SQL, etc.) operations and maintenance, reviews server logs, determines and sets appropriate space allocations. Maintains and updates scripts to monitor server performance.
- Ensures all user accounts, hardware and software applications have the appropriate security configuration applied (user privileges, file/directory rights, resource/data protection).
- Provides administrative support for FMO Section applications (e.g. COAST, FMC Voucher Manager, OTCNET).
- Provides administrative support for all other Department and post systems (e.g. AD, Avamar, BES, CA, DIN, eContacts, iPost, myServices, MRAMS, PAT, WebPASS).
- Ensures backup software (Avamar) is maintaining a full set of backups, test backups regularly. Restores lost/corrupted data when needed from backups.
- Maintains the OpenNet and DIN imaging server, ensuring the image is up to date based on the latest SOE.
- Deploys (create, update and configure) Windows OS image to all embassy workstations using Windows Server and the Microsoft Deployment toolkit (MDT) and Windows Deployment Services (WDS) Role.
- Replaces GITM hardware (e.g. workstations, monitors, printers) per the device's replacement schedule.
- Provides Consular hardware (including Linux servers and Consular specific peripherals) and software support, makes modifications to configuration, hardware and software as necessary to keep the 50+ person section fully functional.

- Maintains the Consular imaging server, ensuring the image is up to date based on the latest SOE.
- Serves as the Subject Matter Expert between the Consular Section and Consular Affairs in DC on all computer and administrative related issues.

#### **Mobile Device Support:**

**15%**

- Provides administrative support for all mobile devices (BlackBerrys, iPhones, iPads, laptops, RSA Tokens (hard and soft)).
- Assists users with enrollment and activation of accounts and devices.
- Assists users with updating mobile devices with the latest software and MRA approved apps.
- Provides mobile device end-user support and training as needed.
- Repairs standard hardware issues with mobile devices.

#### **Mobile Device Program Management:**

**20%**

- Tracks all cell phones, smartphones in the Integrated Logistics Management System (ILMS) loanable Property module and spreadsheets.
- Serves as the liaison between the service provider and all Mission Iraq posts. Manages Baghdad, Consulate Erbil's and BSDC's mobile line numbers (SIM cards).
- Prepares monthly mobile phone issuance and usage reports for the Financial Management Office and ISC managers to help reconcile vendor invoices and the distribution of costs to ICASS serviced agencies.
- Performs monthly physical inventory of all mobile devices and SIM cards, reconciles the physical count with the ILMS Loanable Property records, and prepares a report of the inventory results for the ISC Managers. Recommends and tests the DoS approved new mobile phones and dispose obsolete models.
- Tracks, supports and troubleshoots laptops and any other mobile devices (such as IronKeys).